



Technical Update GA-2010-04

October 12, 2010

NSLDS Ombudsman Organization Contact for Guaranty Agencies

This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.

Introduction

We recently enhanced functionality for the Organization Contact List on the [NSLDS Professional Access Web site](#) to allow Guaranty Agencies (GAs) and ED Servicers to add contact information for their Ombudsman. This new information will provide users of the [NSLDS Professional Access Web site](#) with a designated contact source focused on resolving borrower issues related to the student loan portfolio managed or supported by the GA or ED Servicer.

Organization Contact Add

The **Organization Contact Add** page has been updated to include the option to add Ombudsman contact information. Organization contacts reside on the Org tab, under the Org Contact List link. From the Org Contact List, click the “Add New Contact” button to display the Organization Contact Add Web page where you can select the Ombudsman function and enter contact information, including address, phone number, and e-mail address. Click the “Submit” button to save the updates. The information will then be displayed for other [NSLDS Professional Access Web site](#) users to view.

The sample below provides a view of the contact information available on this page.

830 First St. N.E., Washington, DC 20202
www.FederalStudentAid.ed.gov
1-800-4-FED-AID

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FEDERAL STUDENT AID

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Logged on as: ONLINE GA ID FOR TRAINING from [AGENCY ASSISTANCE AUTHORITY](#)

Return To Organization Contact List

Name: AGENCY ASSISTANCE AUTHORITY

Code: 721

Status: OPEN

Address: 100 AIRPORT ROAD
FRANKFORT, KY 40601

Type: Guaranty Agency

Organization Contact Add

Available Functions:

SMART Grant Issues

TLF Issues

Loan Discharge Issues

Teach Grant Issues

Ombudsman

First Name:

Last Name:

Title:

Phone: Ext:

Fax:

E-Mail:

URL:

Address:

City:

State: --Select--

Zip Code:

Submit

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Once the contact data has been submitted, the new contact will display on the Org Contact List.

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Logged on as: ONLINE GA ID FOR TRAINING from [AGENCY ASSISTANCE AUTHORITY](#)

Name: AGENCY ASSISTANCE AUTHORITY

Code: 721

Status: OPEN

Address: 100 AIRPORT ROAD
FRANKFORT, KY 40601

Type: Guaranty Agency

Organization Contact List

Add New Contact

| Function | First Name / Last Name | Phone / Ext. | Email |
|-------------------|------------------------|---------------|-------|
| 1 PRIMARY CONTACT | CALLME FORISSUE | (999)777-1111 | |
| 2 OMBUDSMAN | TALK TOME | (999)777-1234 | |

PRIVACY ACT OF 1974 (AS AMENDED)

If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at NSLDS@ed.gov.